

## eAccess FAQ

1. **Q:** When can I access the eAccess website?

**A:** The website is available 24 hours a day, 7 days a week. Registration is required for all users.

2. **Q:** What is required to register for an account?

**A:** A valid email address, phone number, and credit card are required to register. Approved government agencies are not required to register with a credit card. If you are registering as an attorney, a bar number and firm name are required.

3. **Q:** What is available on the eAccess website?

**A:** Arizona superior court records and documents for general civil and criminal cases filed on or after July 1, 2010. Pima County Superior Court criminal cases will be available for cases filed on or after July 1, 2015. Exclusions will apply based on appropriate protections for security and privacy.

**Note: Pima county data is expected to be available in the Summer of 2019**

4. **Q:** What is excluded on the eAccess website?

**A:** Exclusions include but are not limited to:

Court case records from an Arizona municipal or justice court. If you need case record information from an Arizona municipal or justice court case, please visit:

<https://apps.supremecourt.az.gov/publicaccess/caselookup.aspx>

Certain cases or documents may not be available for online public access as restricted by Rule 123 to protect confidential information that may be contained in an otherwise public court document. Examples include, but are not limited to, protective order cases or documents, sexual offense cases, charging documents, and warrant documents. For a complete listing of Rule 123 exemptions, please visit <https://govt.westlaw.com/azrules> - Rules of the Supreme Court of Arizona

5. **Q:** Is there a charge to view documents?

**A:** Registered users will be able to preview the first page of an available document at no charge.

6. **Q:** Is there a fee to access a document?

**A:** Yes, registered users may purchase available documents for a per document fee of \$10.00 or purchase a recurring monthly subscription that allows a certain number of documents each month.

7. **Q:** What recurring monthly subscriptions are available?

**A:**

<b>Subscription Description</b>	<b>Monthly Fee</b>	<b>Subscription Type</b>
<b>Access to Court Case Documents Pay As You GO (\$10 a document)</b>	\$0.00	Pay As You Go
<b>Access to Court Case Documents - With Limit of 20 documents/month</b>	\$80.00	Recurring
<b>Access to Court Case Documents - With Limit of 50 documents/month</b>	\$200.00	Recurring
<b>Access to Court Case Documents - With Limit of 100 documents/month</b>	\$360.00	Recurring
<b>Access to Court Case Documents - With Limit of 200 documents/month</b>	\$640.00	Recurring
<b>Access to Court Case Documents - With Limit of 375 documents/month</b>	\$1,050.00	Recurring
<b>Access to Court Case Documents - With Limit of 5000 documents/month</b>	\$10,000.00	Recurring
<b>Government Agencies Access to Court Case Documents</b>	\$0.00	Recurring
<b>AOC Certified Access to Court Case Documents. This subscription allows you to purchase Certified documents.</b>	\$0.00	Certified

8. **Q:** Can I cancel my subscription at any time?

**A:** Yes, a subscription may be cancelled at any time. Cancelling a subscription will not result in a refund, however, the monthly document limit will be available through the end of the billing cycle.

9. **Q:** Can I change my subscription at any time?

**A:** Yes, you may upgrade or downgrade your subscription at any time. The change in subscription will result in a full refund of the old subscription and full charge of the new subscription. Additionally, the number of documents purchased in the original subscription will be deducted from the new subscription for the current billing cycle only.

10. **Q:** How will I receive the document I purchase?

**A:** Documents will be available to print or download in your eAccess account for 24 hours after purchase.

11. **Q:** How do I access my document after 24 hours?

**A:** If you did not print or download and save the document, you must repurchase the document for another 24 hours of access.

12. **Q:** Why does this message display when I search my case number: "Case Unavailable. Contact court for more information"

**A:** Certain cases or documents may not be available for online public access as restricted by Rule 123 or in order to protect confidential information that may be contained in an otherwise public court document. Examples include, but are not limited to, protective order cases or documents, sexual offense cases, charging documents, and warrant documents. For a complete listing of Rule 123 exemptions, please visit <https://govt.westlaw.com/azrules> - Rules of the Supreme Court of Arizona

Users may also contact the specific court location for additional questions on their case.

13. **Q:** Who do I contact if I have a question about my case available in eAccess?

**A:** Please contact:

Arizona Administrative Office of Courts

Support Center

(602) 452 3519

1 (800) 720 7743

[pasupport@courts.az.gov](mailto:pasupport@courts.az.gov)

M-F 7:00am - 6:00pm

Excluding State Holidays

If you need additional information regarding a specific court case, please direct your inquiry to the appropriate Superior Court Clerk's Office. Please refer to the complete listing of all Superior Court Clerk's Office locations on the main eAccess information page.